

## Non-SingPass FAQs

No.	Question	Answer
1	<b>I am not eligible to apply for a SingPass to perform transaction with SSG-WSG. How do I perform transactions with SSG-WSG?</b>	You will need to register for a Non-SingPass account to perform transactions with SSG-WSG. Please note that the Singapore Citizens will not be able to create the Non-SingPass account as they are required to perform the transactions with their SingPass account.
2	<b>What are the details required when registering for a Non-SingPass account</b>	You will only need your Passport Number and a valid email address
3	<b>What are the security questionnaires used for?</b>	The security questionnaires will be used to perform account recovery. Please note that the answers will be case sensitive.
4	<b>Will I get an email confirmation upon registration?</b>	Yes, you will be receiving an email notification upon successful registration. You will receive a second email notification to prompt you to reset the password before you can perform transactions with SSG-WSG.
5	<b>If I did not receive the email notification, what can I do?</b>	Please submit a feedback via this <a href="#">link</a> .
6	<b>Is there any Password Policy which I have to follow?</b>	<p>Yes, please refer to the password policy below:</p> <ul style="list-style-type: none"> <li>• Password should be more than 8 characters.</li> <li>• Password should have at least one upper case.</li> <li>• Password should have at least one lower case.</li> <li>• Password should have at least one digit.</li> <li>• Password should have at least one special character.</li> <li>• Password must contain the special character “@”</li> </ul>
7	<b>Am I able to register for another Non-SingPass account if I have previously registered?</b>	You will not be able to create another Non-SingPass account using the same Passport Number and Email that you have used previously.
8	<b>If I am unable to answer the security questionnaire to reset my password, what can I do?</b>	<p>Please submit a feedback via this <a href="#">link</a>.</p> <p>Please indicate your Name, Passport No and Email which you have used to register for the Non-SingPass account.</p>
9	<b>Will I get my account locked if I have entered too many times using the wrong password</b>	No, your account will not be locked.